

## ATTACHMENT J26

## PAST PERFORMANCE QUESTIONNAIRE

## I. General Information

Customer (Firm) \_\_\_\_\_

Description: \_\_\_\_\_

Point of Contact: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Contractor: \_\_\_\_\_

Contract Type (Brief Description i.e. industrial, commercial, etc.) \_\_\_\_\_

Service Provided:

{ } Energy \_\_\_\_\_

{ } Operation & Maintenance (describe) \_\_\_\_\_

{ } Other Service (describe) \_\_\_\_\_

Acquisition Method: Competitive	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Follow-on	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Contract Term: \_\_\_\_\_ Award Date: \_\_\_\_\_

Contract Value: \_\_\_\_\_

II. Interview Questions - Please circle relative level of satisfaction (number 1 indicates lowest level and 10 indicates highest level).

To what extent did the contractor provide quality services, products, and construction, considering limitations provided by customer-imposed specifications and the applicable codes? Installation was neat and professional, products were of high quality, technical approach was sound, and code and specifications were met.

1      2      3      4      5      6      7      8      9      10

Comments:

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To what extent did the contractor respond in a timely manner to work requests and service needs, considering delays beyond the contractor’s control? The contractor initiated work quickly and completed the work in a reasonable period of time. Delays were minimal.

1      2      3      4      5      6      7      8      9      10

Comments:

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To what extent did the contractor adjusted his work schedule to meet your requirements? The work’s impact on the facility was as minimal as possible and repairs were completed within the time required to minimize impact on the facility.

1      2      3      4      5      6      7      8      9      10

Comments:

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To what extent did the contractor practice sound cost control techniques? Efforts accomplished at or below the estimated cost. Cost growth beyond the contractor’s control was minimal and coordinated in a timely fashion with the customer. The contractor’s management organization had a minimal negative impact on the cost.

1       2       3       4       5       6       7       8       9       10

Comments:

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To what extent does the contractor’s organization allow for cost efficient execution of construction, operation, maintenance, and repair? The contractor utilized an optimum number of personnel with the right qualifications in the execution of the work.

1       2       3       4       5       6       7       8       9       10

Comments:

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To what extent did the contractor staff the maintenance and repair effort with an adequate number of qualified personnel? All personnel were qualified to perform the tasks they were asked to perform and a sufficient number of qualified personnel were placed on the job to allow for execution of the work within a timely manner.

1       2       3       4       5       6       7       8       9       10

Comments:

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To what extent did the contractor staff operation, maintenance, and repair efforts with an adequate number of qualified superintendents and foremen? The superintendents and foremen were highly skilled at the execution of the work being performed, had an in-depth understanding of code requirements, were able to resolve satisfactory solutions to problems imposed by site conditions, and managed the available labor efficiently.

1      2      3      4      5      6      7      8      9      10

Comments:

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To what extent did the contractor staff his operation with an adequate number of qualified management, engineering, and administrative personnel? The contractor's personnel had an in-depth understanding of the work being performed, efficiently executed the work within a timely manner, and were responsive to all customer requests..

1      2      3      4      5      6      7      8      9      10

Comments:

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To what extent was the contractor committed to operational safety? Did the contractor execute his work in a safe manner, and have an adequate number of qualified personnel on site responsible for safety to insure the safety of personnel and premises?

1      2      3      4      5      6      7      8      9      10

Comments:

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To what extent did the contractor respond in a timely manner and with satisfactory results to service interruptions (outages)? Service interruptions handled quickly and satisfactorily.

1            2            3            4            5            6            7            8            9            10

Comments:

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Describe any problems associated with the contractor’s execution of the work or administration of the contract.

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Would you recommend the contractor be hired for operation, maintenance, repair, and management of an electrical, natural gas, water, or wastewater utility system? Would you contract for service from the contractor again?    {    } Yes    {    } No

Comments:

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